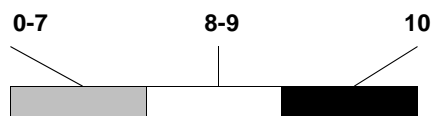


# Rating Personal Doctors

**Q5. "Use any number from 0 to 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?"**



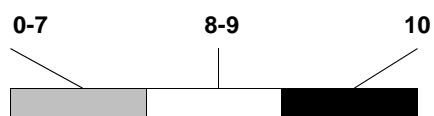
WA State FFS Adult Responses (n=446)



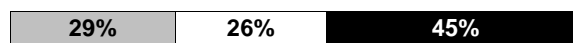
*NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.*

# Rating Specialists

**Q9. "Use any number from 0 to 10, where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?"**



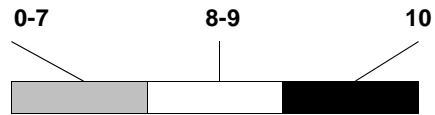
WA State FFS Adult Responses (n=297)



*NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.*

# Rating Health Care

**Q34. "Use any number from 0 to 10, where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your health care?"**



WA State FFS Adult Responses (n=535)

33%

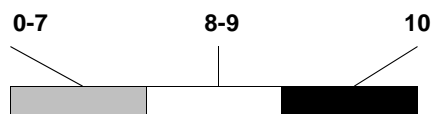
27%

39%

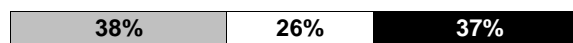
NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

# Rating Health Plan

**Q46. "Use any number from 0 to 10, where 0 is the worst possible, and 10 is the best possible. How would you rate your health coverage now?"**



WA State FFS Adult Responses (n=644)



*NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.*